

**FAQ Sprint Mobile Broadband ExpressCard by
Sierra Wireless™ (AirCard 597E)**

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Sierra Wireless (AirCard® 597E)**

Q: What is the AirCard® 597E ExpressCard by Sierra Wireless?

A: The AirCard 597E ExpressCard is the first Rev A capable ExpressCard to be introduced to the U.S. marketplace with QUALCOMM's 6800/65 nm chipset with improved power-efficiency, wireless data and GPS performance.

Q: What networks does the AirCard 597E ExpressCard operate on?

A: The AirCard 597E ExpressCard operates on the Nationwide Sprint (CDMA 1X) and Sprint Mobile BroadbandSM (CDMA 1xEV-DO Rev 0 and Rev A) networks.

Q: Which Operating Systems are supported for use with the Sierra Wireless AirCard 597E ExpressCard?

A: Microsoft Windows 2000, Windows XP, and Windows Vista; Macintosh OS X version 10.4.8 or higher; Linux (for Linux information, see www.sierrawireless.com/faq/ShowFAQ.aspx?ID=1118).

The following Operating Systems are not supported: Palm and Pocket PC (Windows Mobile).

Q: What is TRU-Install™ and how does it work?

A: TRU-Install technology simplifies the installation process by placing all the necessary drivers and software on the modem – no CD is required. The software installation wizard begins automatically after you insert the modem into a Windows or Mac computer.

Q: While using the TRU-Install feature I receive the following error "The system cannot open the device or file specified" will I still be able to use the TRU-Install feature during my AirCard 597E installation?

A: Yes you will, but you will need to insert the card into your PC laptop, cancel the "Auto Install" and use the following process:

- Go to "My Computer"
- Select the TRU-Install drive
- Right click and select explore
- Once the TRU-Install CD drive is open run the SWISCMDO.msi file
- After installation is complete eject/remove card from PC laptop
- Reinsert the card and allow the new drivers to be installed
- Launch Connection Manager and confirm device is working

Q: Does the AirCard 597E ExpressCard support voice calls, fax and/or text messaging?

A: Voice calls and fax are not supported. Text messaging can be done only through the Internet; you may be charged for this. To learn how to send a text message to a Sprint or a Nextel customer, go to [How do I compose and send a text message to a Sprint customer from the Web?](#) or [How do I compose and send a text message to a Nextel customer from the Web?](#)

Q: Which applications are well suited for use with the AirCard 597E ExpressCard and the improved upload speeds?

**FAQ Sprint Mobile Broadband ExpressCard by
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A: See the following table.

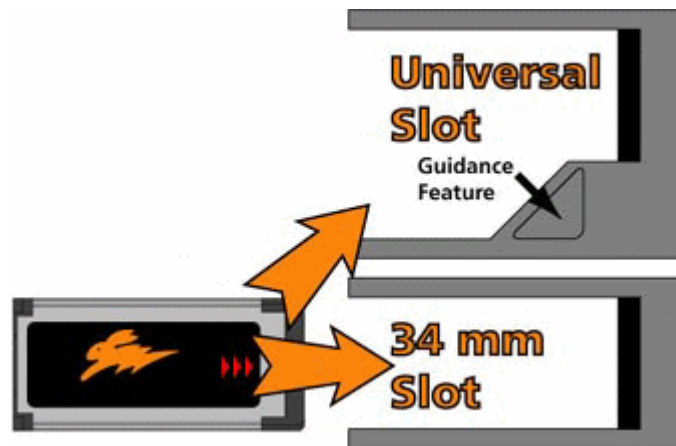
Consumer	Business	Applications
√	√	Email – Send large files faster
√	√	Internet/Intranet Access
√	√	Video Conferencing and Surveillance
√		Real-time Media Streaming
√		Online Gaming
	√	Corporate Server (using VPN) Access
	√	Online Field Service Systems
	√	Healthcare/Insurance, sending images
√	√	GPS enablement for "locate & search"

Q How can I tell what type of slot my computer has?

A: If you're not sure what type of slot your computer has, check the documentation that was provided with your computer, or contact the computer manufacturer.

Q: Will my AC597E ExpressCard plug into a 34mm or 54mm ExpressCard slot?

A: The AC597E ExpressCard is a 34 mm device and will plug into either an ExpressCard/34 slot or ExpressCard/54 ("Universal") slot. If you insert the ExpressCard into a Universal slot, the internal guidance feature gently directs the module over to engage the connectors. See the diagram below.



Q: I'm currently using a PC laptop with a PCMCIA Type II card (PC Card) slot, but I or my company plans on purchasing new PC laptops in the next 3-to-6 months. Is there any type of adapter that I can use today with the AirCard 597E ExpressCard and then use it without the adapter when I have my new PC laptop?

A: Yes, an adapter for the AirCard 597E ExpressCard to fit into a PCMCIA Type II card (PC Card) slot is included in this device's retail box packaging.

FAQ Sprint Mobile Broadband ExpressCard by Sierra Wireless™ (AirCard 597E)

Q: Why did Sierra Wireless switch from a flip-up to a built-in antenna design?

A: The built-in antenna design provides improved durability and performance. The high performance antenna has no moving parts, uses high strength plastics and a sleek low profile industrial design.

Q: Is it possible to use an external antenna with the AirCard 597E ExpressCard?



A: In areas of weak coverage, an external antenna can boost signal strength. The external antenna connects directly into the AirCard 597E ExpressCard via the antenna connector located on the end of the device. To purchase an external antenna, visit the online store at www.sierrawireless.com. The antenna is a 5-band (850/900/1800/1900/2100 MHz) blade antenna with SSMB connector.

Q: How will the use of a Virtual Private Network (VPN) connection affect the data transfer speed of the Sierra Wireless AirCard 597E ExpressCard?

A: Since a Virtual Private Network (VPN) connection increases the amount of data being transferred for security purposes, the average data transfer speed will be reduced by its use. The amount of degradation in the data transfer speed will depend upon the level of security/encryption in place and may be reduced by consulting the IT administrator in charge of your VPN.

Q: What do the LED lights on the Sierra Wireless AirCard® 597E ExpressCard indicate?

A: There are two light bars, which operate as follows:

LED	LED Behavior	Indicates
	Off	The card has no power. The card is not completely inserted into the ExpressCard slot, or the computer is in suspend mode.
	Blue, not blinking	The card has power and is working properly.
	Blue, blinking	The card's firmware is being updated.
	Amber, blinking	The card is searching for service.
	Amber, not blinking	An error has occurred.
	Off	No service is available.
	Amber, blinking	Sprint Vision (1X) coverage is detected. Ready to connect to the network.
	Amber, not blinking	The card is connected to the Sprint Vision (1X) network, and can send or receive data.
	Blue, blinking	Sprint Mobile Broadband (1xEV-DO) coverage is detected. Ready to connect to the network.
	Blue, not blinking	The card is connected to the Sprint Mobile Broadband (1xEV-DO)

FAQ Sprint Mobile Broadband ExpressCard by Sierra Wireless™ (AirCard 597E)

		network, and can send or receive data.
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Q: How do I activate my AirCard 597E ExpressCard for use?

A: A: The Sprint Mobile Broadband software for Windows and Watcher for Mac includes an automatic one-touch activation feature. The activation feature occurs during installation of the software. Refer to your Quick Start Guide for details on installation and activation. It is important to remember that you must set up an account with Sprint before you are able to activate the device. Contact Sprint Customer Solutions at 1-866-581-9266. Ensure that the following information is available for the Customer Solutions representative:

- Current billing address
- Social Security or Tax ID number
- Driver's license number
- Electronic Serial Number (ESN) of the device

Install the Sprint Mobile Broadband Connection Manager software and follow the prompts to activate the device. For help using the Sprint Mobile Broadband Connection Manager software for activation and connectivity, please visit the Sierra Wireless AirCard 597E support page.

Q: Where can I get the latest version of the Sprint Mobile Broadband Connection Manager software for my Sierra Wireless AirCard 597E ExpressCard?

A: Browse to www.sprint.com/downloads. Select the correct Operating System from the drop down list and then click the **Submit** button. Locate the latest version of the Connection Card software for Sierra Wireless devices and then click the corresponding **Download** link.

Q: Will the AirCard 597E ExpressCard work with the same version of Sprint Mobile Broadband Connection Manager installed for the AirCard 595 PC Card and the AirCard 595U USB modem?

A: It depends; if you have installed the latest version of Sprint Mobile Broadband Connection Manager, the software will recognize the AirCard 595 PC Card, AirCard 595U USB modem, and the AirCard 597E ExpressCard. However, if you have an older version of Sprint Connection Manager installed, the AirCard 597E ExpressCard will not be recognized and will not work. To check the version number, go to the **About Sprint Connection Manager** section of the software menu. To install the latest version, visit www.sprint.com/downloads.

Q: What is "Built-in GPS Receiver" capability that is stated on the packaging of the Sierra Wireless AirCard 597E and can I use this capability now?

A: The GPS feature is now available with the latest version of Sprint Mobile Broadband, allowing access to "locate and search" capabilities such as the nearest bank, restaurant, gas station, etc. To use the GPS feature you must launch the Sprint Mobile Broadband software.

Q: Is the GPS feature compatible with my navigation software?

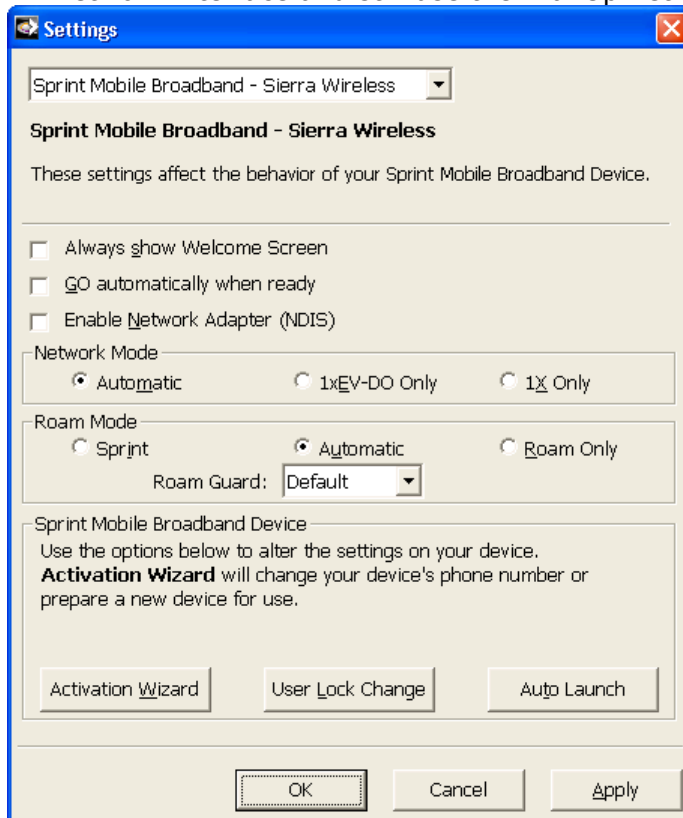
FAQ Sprint Mobile Broadband ExpressCard by Sierra Wireless™ (AirCard 597E)

- A: To use applications such as Microsoft "Street and Trips", you must first find which GPS com port (also referred to as NMEA port) the device is using and configure your application to use the same port as the GPS Receiver for your device on Sprint Mobile Broadband.

To determine which port your device is using: Open Sprint Mobile Broadband and enable Sprint Location Services from the main Menu. Go to **Menu>Settings>Sprint Location Services**. Check the Display GPS Receiver option. The GPS Receiver is now visible on the main Sprint Mobile Broadband interface. Expand the GPS Receiver portion of the interface by clicking the [+] plus sign. The COM port information for your device is displayed.

Q: Do you offer an "auto-connect" feature for the AirCard 597E ExpressCard?

- A: Yes, the "NDIS" feature of Sprint Connection Manager improves interfacing with Windows for increased battery life, the ability to auto connect when the device is inserted, and a faster connection after Windows "resumes" from "Standby" or "Hibernate" states. This feature can be selected in Sprint Connection Manager by checking "Enable Network Adapter (NDIS)". When you select **Enable Network Adapter (NDIS)**, Windows uses NDIS to connect and acts like a virtual Network card, just as Ethernet does on your local LAN connections. There is also a **GO automatically when ready** option that can be selected for users who do not want to use the NDIS network interface and still use the Dial Up networking (DUN) connection.



- Q: If I lose coverage or remove the AirCard 597E ExpressCard during a file download, will the download resume when the card is inserted and within CDMA coverage again?**

FAQ Sprint Mobile Broadband ExpressCard by Sierra Wireless™ (AirCard 597E)

A: No. You will need to re-establish a connection to the network and restart the file download. Some third party applications provide the capability of continuing a file transfer after a call drop. Note: Even if you have NDIS turned on, which means the card will auto connect the next time it's plugged in, the data transfer will not resume.

Q: How can I improve overall performance when using my AirCard 597E ExpressCard?

A: When accessing your corporate network:

- Work in "offline" mode, and connect only when you need to send or receive email.
- Remove the Preview Pane, or use the AutoPreview for headers only.
- Save attachments to a desktop folder and then open from that folder, rather than opening the attachment directly from the message

For more information, see the user documentation of your email client.

To ensure the best data performance of your card, it's recommended that you not activate the NMEA stream (by clicking "**GO**" in the GPS Receiver window) unless you are going to use it.

Note: If Enable Network Adapter (NDIS) has been selected, after exiting Sprint Connection Manager you are still connected to the network (data may still be transferred). To manage the connection, use the Windows network connection icon in the system tray.

Q: What should I know about data roaming?

A: When you are roaming (connected to a network other than Sprint), the fee for service may be higher; Sprint Location Services may not be available.

To enable roaming, from the Sprint Mobile Broadband option in the Settings window set Roam Mode to "Automatic" or "Roam Only". To disable roaming, set Roam Mode to "Sprint" (you will be able to connect only when you are in the Sprint network coverage area).

The Roam Guard feature, when enabled, displays a warning message if you are roaming and a data connection is established or about to be established. The message reminds you that roaming rates may apply. For more information about this feature, see the user guide.